# ACHIEVER







### Dear Friend:

In this issue of *Achiever*, we look to the changing face of University of Maryland University College—and at the world around us. I hope you find it as exciting

The issue opens with a feature on the newest addition to UMUC's world headquarters—the Leroy Merritt Center for the Art of Joseph Sheppard. Funded

by private donations, this beautiful \$6.5 million, 5,500-square-foot center stands as a focal point for the university's growing collection of work by Maryland artists, and as a resource for both established and aspiring students of the arts.

The second feature highlights Adrian Butler, vice president of Information Technology for the North American branch of Accor, parent company to such widely recognized hospitality brands as Sofotel, Novitel, and Motel 6. Butler is a product of UMUC's innovative Doctor of Management program and, as a nominee for ISE Information Security Executive of the Year, also bears witness to the relevance of three of UMUC's newest academic programs—a bachelor's degree and two master's degrees in cybersecurity. (You can read more about them in News and Updates, beginning on p. 2.)

The final feature tells the story of UMUC's own Robert Miller, reference and instruction librarian in the university's large Information and Library Services department. There, he helps students, faculty, and staff alike harness the staggering informational resources available to the UMUC community—75,000 electronic journals, 20,000 e-books, and more. It gives a whole new meaning to the word *library*.

In News and Updates, you'll read about our Center of Academic Operations, which earned LEED Gold Certification from the U.S. Green Building Council. You'll read about our symposium on copyright and intellectual property, and our footprint in the brave new world of social media. That's in addition to Faculty Kudos and Class Notes, which chronicle the milestones in the lives of our faculty and alumni.

It's all in this issue of *Achiever*. I think you'll be excited, as I am, by the way this university and the people who make it what it is continue to change and grow—adapting to and shaping a world that also changes, day by day.

Sincerely,

Susan C. Aldridge
SUSAN C. ALDRIDGE, PHD

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BY CHIP CASSANO

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### **UMUC'S CENTER OF ACADEMIC OPERATIONS IN LARGO ACHIEVES LEED GOLD CERTIFICATION**

BY UMUC PUBLIC RELATIONS

UMUC's new Center of Academic Operations in Largo, Maryland—which was completely retrofitted after the university purchased the property in 2008-has received Leadership in Energy and Environmental Design (LEED) Gold Certification from the out of 10 possible points. In U.S. Green Building Council (USGBC). UMUC also headlines made in 2005 when the 100.000-square-foot addition to its Inn and Conference Center by Marriott was certified by LEED as the first "green" hotel and conference

"We are committed to environmental responsibility and—with the addition to our Inn and Conference Center in 2005—have seen firsthand the advantages of designing and operating LEED-certified

center in the United States.

facilities," said UMUC President Susan C. Aldridge. "Our goal from day one was to achieve LEED Silver Certification for the Center of Academic Operations, so we were tremendously pleased and proud to earn LEED Gold Certification, exceeding our expectations."

UMUC achieved LEED Gold Certification due in part to high scores in the categories of innovation, design process, and water efficiencycategories in which the facility was awarded nine

the process of granting Gold Certification, the USGBC evaluated the building's sustainable sites, water efficiency, energy and atmosphere, materi-

indoor environmental quality, and its innovation and design process.

als and resources,

UMUC's Center of Academic Operations opened in the fall of 2009 and features a 236,000-square-foot building situated on approximately 20 acres of land. The Center of Academic Operations cur-

## UMUC ENROLLS HUNDREDS IN FIRST ONLINE CYBERSECURITY DEGREE PROGRAMS

### BY UMUC PUBLIC RELATIONS

Applications are pouring in for UMUC's new bachelor's and master's degree programs in cybersecurity, which launch this fall. The programs were designed—with direct input from a team of industry leaders—to provide the practical and theoretical training needed to fill the tens of thousands of new positions projected to open in cybersecurity in both the public and private sectors. The new UMUC offerings include a Bachelor of Science in cybersecurity, and Master of Science programs in cybersecurity and cybersecurity policy.

Lt. Gen. Harry D. Raduege. who chairs The Deloitte Center for Cyber Innovation, also served as chair of the UMUC committee that shaped the structure and curricula of the new programs.

"The Internet has changed the way we live, work, and prosper through an online infrastructure that is increasingly vulnerable and subject to attack," said Lt. Gen. Raduege. "The threat presented by cyber espionage, identity theft, data theft, and denialof-service attacks must be countered by properly trained professionals, highlighting a tremendous need in this vital and growing field. I can say with confidence that the curriculum for the new UMUC cybersecurity programs was structured with one goal in mind-to graduate professionals ready and able to address these growing threats."

UMUC's cybersecurity programs focus on coherent solutions that leverage the effectiveness of integrated and coordinated security measures, but that also adapt to the industry's growing and evolving needs. The programs respond to several recent calls to action, including the comprehensive bill introduced by the Senate Committee on Homeland Security, which seeks to strengthen the nation's networks and critical infrastructure against cyber attacks. In May 2010, the U.S. Department of Defense announced the launch of its new Cyber Command, with a stated goal of creating 21,000



Lt. General Harry D. Raduege

military and civilian cybersecurity jobs worldwide.

"UMUC's mission is to offer top-quality educational programs that serve adult students while responding to the workforce needs of our state, nation, and world," said UMUC President Susan C. Aldridge. "With that in mind, I am especially pleased with our new undergraduate and graduate degree programs in cybersecurity, which address the critical need to protect our nation's vital and growing cyber infrastructure while also addressing the serious workforce shortages of skilled professionals within the cybersecurity industry."

The bachelor's program will prepare students to be leaders in the techniques, policies, operational procedures, and technologies that secure and defend the integrity, authentication, and confidentiality of information and information systems. The degree requires students to complete 41 credits in general education, 33 credits of major coursework, and 46 credits in minor elective, and other courswork." Students can choose to complete the program fully online or in a hybrid format that combines online study

focus on prevention, detection, countering, and recovery from cyber incidents, while the cybersecurity policy program places additional emphasis on examining strategies for societal responses to cybersecurity threats at enterprise, national and global levels. The roles of government, inter-organizational alliances, and international cooperatives are explored, along with legal concepts such as privacy, intellectual property, and civil liberties.

with face-to-face instruction. Graduates of this program will have completed courses in computer forensics, cyber crime and cyber terrorism, and security issues emerging technologies.

The two master's degree programs—in cybersecurity and cybersecurity policy—will offer students an interdisciplinary approach to the field, providing practitioners with the framework and knowledge to protect an organization's cyber assets. The programs

Completing a UMUC master's degree in cybersecurity or cybersecurity policy will require a total of 36 credits of coursework, consisting of six 6-credit sequential online courses. Students will also be required to complete special internship projects.

UMUC is recognized by the Department of Homeland Security and the National Security Agency as a National Center of Academic **Excellence in Information** Assurance Education.

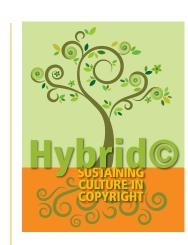
rently houses the Graduate School of Management and Technology, School of Undergraduate Studies, Student Affairs, Information and Library Services, Career Services, Enrollment Management, Faculty Affairs, Instructional Services and Support, Security Studies, Department of Defense Relations, and the Center for Intellectual Property.

### **UMUC'S CENTER** FOR INTELLECTUAL **PROPERTY WELCOMES THOUGHT LEADERS TO ITS 2010 SYMPOSIUM ON SUSTAINING CULTURE IN COPYRIGHT**

BY UMUC PUBLIC RELATIONS

The Center for Intellectual Property (CIP) at UMUC hosted a three-day symposium, June 22-24, 2010, entitled "Hybrid ©: Sustaining Culture in Copyright." The event was held at the Walter E. Washington Convention Center in Washington, D.C., and drew more than 125 participants. The CIP symposium

brought together current thought leaders to discuss a variety of topics related to copyright, including the Google Book Search settlement, P2P file sharing, broadband and net neutrality, copyright literacy, and legislative updates. William Patry, senior copyright counsel, Google, Inc., and Peter Jaszi, faculty director of the Glushko-Samuelson Intellectual Property Law Clinic and professor of law at Washington College of Law, American University, served as keynote speakers.



Jaszi delivered the opening keynote address, focusing on "The Future of Fair Use." He reviewed the rights of users and addressed the overarching message that fair use is a valuable right that must be claimed if it is to be of real value to teachers, artists, musicians, etc. His keynote address was followed by a panel discussion, with responses by attorney Jon Band; James Gibson, associate professor of law and director of the Intellectual Property Institute at the University of Richmond School of Law; David Van Taylor, vice president of Lumiere Productions, Inc; and Arnold Lutzker, an attorney currently involved in a copyright dispute with UCLA over streaming educational videos in online courses.

Google's William Patry closed the symposium with a keynote address on "Moral Panics and the Copyright Wars." In the presentation, he discussed the challenges copyrights place on creativity and expanded on his opinion that copyright is a government privilege to further social goals. Patry is author of the eight-volume

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treatise on U.S. copyright law, *Patry on Copyright*.

Kimberly Bonner, executive director of CIP, said "The caliber of speakers for this year's symposium was outstanding. We were especially honored to welcome Peter Jaszi and William Patry, and we are confident that symposium attendees benefited greatly from the experts assembled for the event."

### UMUC PRESIDENT WINS GLOBAL IMPACT AWARD FROM WIT

BY UMUC PUBLIC RELATIONS

UMUC President Susan C. Aldridge received a Global Impact Award from Women in Technology (WIT) at the 11th annual WIT Leadership Awards gala in Tysons Corner, Virginia, May 20, 2010.

Aldridge was recognized for her dedication to strengthening the university's infrastructure, expanding its global presence, forging collaborative distance learning alliances with academic institutions, and consolidating its worldwide communications under one common information technol-

information technology system. Since joining UMUC four years ago, individual online enrollments have increased by nearly 53,000.

"I am honored to receive the Women in Technology Global Impact Award and to be recognized among such an amazing group of pioneering women," said Aldridge." This award recognizes UMUC's continued effort to develop strategic partnerships and implement new platforms to streamline processes and make higher education accessible for students, regardless of their location in the world."

WIT is the premiere organization empowering women to be architects of change in the technology industry. The annual awards program honors leading female professionals working in the greater Washington, D.C., metropolitan area who exemplified unique vision and talent in the technology industry over the previous year.

The 2010 Leadership Awards program theme this year was "No One Path, The Legacy Continues," celebrating the different paths that have led professional women to make an unprecedented impact on the technology industry.

"Women in Technology is proud to announce this year's winners of the 2010 Leadership Awards program," said Toni Townes-Whitley, president of WIT. "The

> awardees are pioneers in the technology community, embodying the core values represented by this year's theme of 'No One Path' and the Women in Technology mission."

Winners were reviewed and selected by a judging panel made up of industry leaders from prominent media outlets, academia,

# UMUC VIRTUAL DRAGONS WIN GOLD IN 2010

The UMUC Virtual Dragons battled teams from across the metropolitan Washington, D.C., region in this year's Dragon Boat Festival, May 15–16, at the Georgetown Waterfront Park on the Potomac River. The Virtual Dragons took home the gold in the 250-meter and 500-meter finals for Division C, and exemplified the true spirit of teamwork, diversity, and commitment. The Virtual Dragons comprised 35 members of the UMUC community, including staff, faculty, students, and alumni.



companies, and professional organizations.

### SOCIAL MEDIA ALLOWS STUDENTS TO "EXPERIENCE UMUC"

BY UMUC PUBLIC RELATIONS

In March 2010, UMUC launched "Experience UMUC," a multiplatform approach to the world of social media that is designed to allow current and prospective students to network with friends and the university community.

"Our intention was to create an online community that would encourage feedback, engagement, and participation by current and prospective students," said Andrew Dunmire, UMUC's social media manager. The approach seems to be working. In the space of about three months, the university's Facebook page has

already attracted more than 700 fans.

In addition to the Facebook page, "Experience UMUC" includes a blog, LinkedIn community, Twitter stream, YouTube channel, and Flickr album that has offered the UMUC community immediate access to everything from as-it-happens updates on Commencement 2010 and an explanation of the origins of UMUC's name to the latest television ads for the university's new cybersecurity programs and photos from the medal-winning performances at this year's colorful Dragon Boat Races. More important, it offers current and prospective students a place where they can interact, network, and socialize.

"We're starting to get regular feedback," said Dunmire, "and that's what we're looking for. Positive or negative, we want to hear how our students 'Experience UMUC.' That's the best way to learn how well we meet student needs and what we can do to improve. And if students aren't 100 percent satisfied with their UMUC experience, we want to know—and we want to help."

That means Dunmire and his two colleagues on the Web team—senior Web writer/editor Amanda McIntyre and writer/editor



Donna King—have helped students with everything from starting the registration process to finding their way to appropriate military advising resources.

"Ultimately, we want to harness the knowledge base represented by our worldwide stu-

dent body of 90,000-plus," said Dunmire, who is himself a graduate of UMUC's popular online MBA program. "No one knows the triumphs and challenges of being an adult student better than another adult student. 'Experience UMUC' provides a point where current and prospective students can tap into that community and reap the benefits."

To "Experience UMUC," visit www.experienceumuc. com and www.umuc.edu/ communities.



Join a faculty committed to student success at University of Maryland University College (UMUC). You'll be helping our mature, motivated students become tomorrow's leaders, while enjoying the advantages of a teaching career that fits your professional life, including

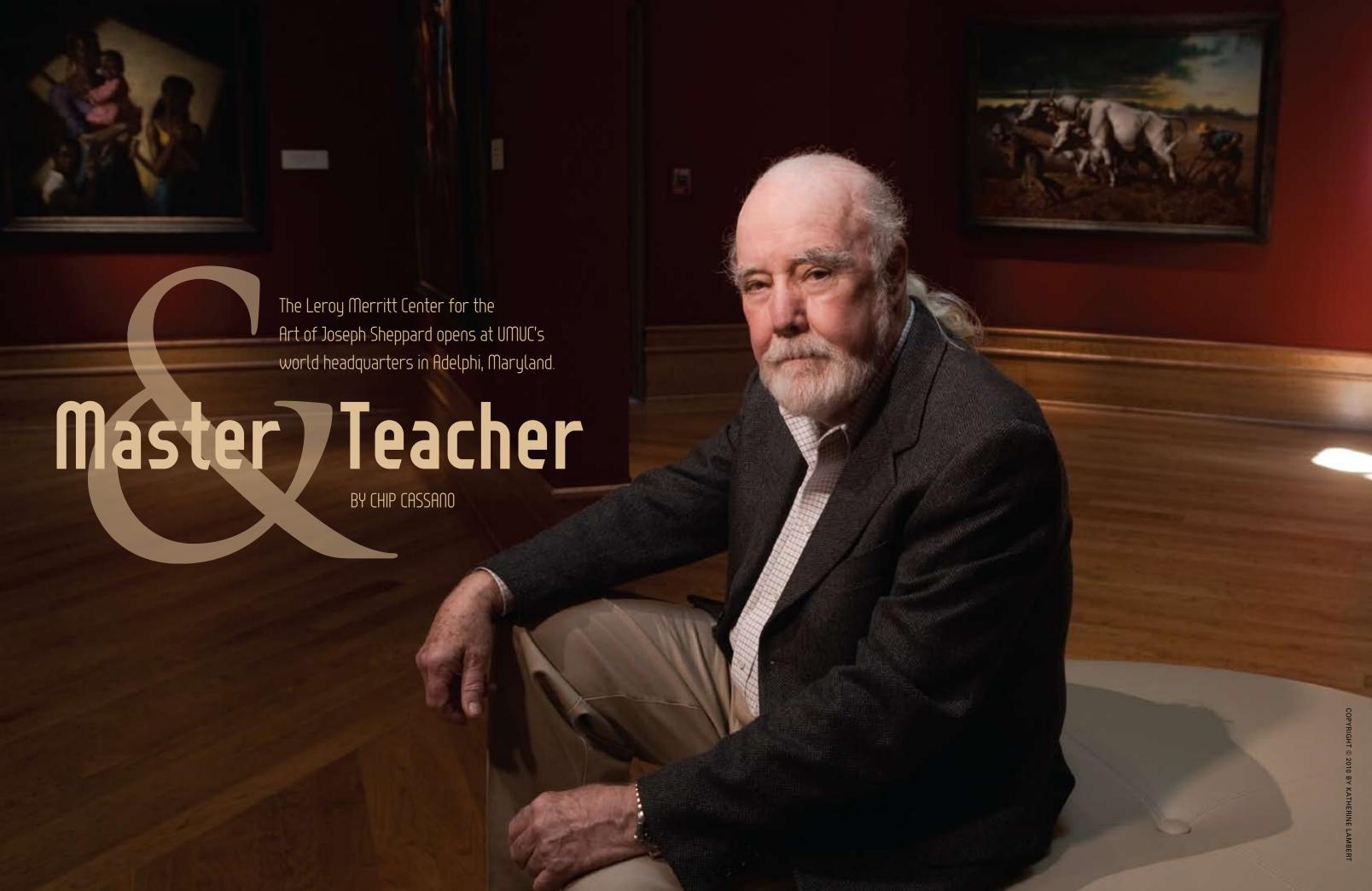
- State-of-the-art instructional technologies
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Part-time positions are available in accounting, cybersecurity, finance, marketing, strategic management, project management, IT-related disciplines and more.

EOE/F/MC/V. Women and minority applicants are strongly encouraged to apply.



To learn more and apply, visit umuc.edu/facultyrecruit





In December 2008, University of
Maryland University College broke
ground on the latest addition to its
world headquarters in Adelphi,
Maryland—The Leroy Merritt Center

for the Art of Joseph Sheppard. Funded by private donations, the 5,500-square-foot, \$6.5 million facility abuts the east side of the university's Inn and Conference Center, and includes formal gallery space; a multilevel, light-filled sculpture garden; and a study center that will house a number of Sheppard's drawings and manuscripts along with his considerable personal library of books on art by other authors, which he has donated to the university. The new center was completed in less than 18 months, opening formally on April 20, 2010, and standing as a monument to a lifelong pursuit of artistic mastery—and as the culmination of a dream that dates back more than 30 years.

### The Maryland Artists Collection

That dream is embodied in the Maryland Artists Collection, which was established at UMUC in the late 1970s when Bylee Massey—wife of then-UMUC Chancellor T. Benjamin Massey—set out to purchase art to decorate the Mount Clare café and two VIP suites in the university's Center of Adult Education (CAE), now known as the UMUC Inn and Conference Center.

Noting the empty wall space throughout the CAE, Massey envisioned the entire facility as a potential showcase for the work of Maryland's artists and—together with another long-time friend of the university and patron of the arts, the late Doris Patz—began to reach out to the art community. Soon, the university began to acquire a variety of works, primarily through donations. The collection first went on display in 1981 and, as new works were added, quickly grew to include several hundred paintings, sculptures, prints, and photographs, the largest collection of its kind on permanent display in the state. Dedicated galleries featured the work of notable Maryland artists like Gladys Goldstein, Selma L. Oppenheimer, and Herman Maril, who taught at the University of Maryland, College Park.

The university began to host regular art openings and, in 2002, welcomed its largest exhibition to date, a collection of 20 paintings, 13 drawings, and 11 sculptures by one of Maryland's most acclaimed artists, Joseph Sheppard.

"Over the past 50 years I have painted and sold nearly 2,000 paintings," said Sheppard, at the time. "I think perhaps out of

those there were 20 that had special meaning to me as far as subject and composition. . . . These [are displayed] at UMUC."

Five years later, in March 2007, Sheppard returned to UMUC with another critically acclaimed exhibition, entitled "Beast of Burden," which debuted in Italy in 2005. Showcasing more than 50 drawings, paintings, and sculptures, the exhibition examined the notion of work and explored the conditions of hard, physical, and often dangerous occupations, condemning exploitation and celebrating the universal condition of labor and the dignity of the working class.

### Joseph Sheppard

Joseph Sheppard, a Maryland native, was born in Owings Mills in 1930. As a young man, he received a four-year scholarship for professional training at the Maryland Institute College of Art, where he studied under Jacques Maroger, formerly technical director at the Louvre Museum in Paris. Maroger's research into the techniques and mediums of the Old Masters profoundly influenced the young Sheppard, and a Guggenheim Fellowship later brought him to Europe to study the great Flemish Baroque canvases of Peter Paul Rubens.

"[Maroger] . . . always told us how wonderful Peter Paul Rubens was," Sheppard told a reporter from *Baltimore Magazine*. "In this country, though, most of the people with the means to purchase art bought religious paintings or landscapes; they were afraid of nudes. So it was a remarkable experience when I first saw *Prometheus Bound*, with its greater-than-lifesize male nude, in the Philadelphia Museum of Art. For the first time I

was able to experience for myself what Rubens was all about. . . . I was standing face-to-face with this incredible masterpiece of drawing, painting, and technique, and it was completely overwhelming—a tour de force. I was a second-year art student at the time, in the early 1950s, and it gave me a target to aim at—a level of mastery to which I could aspire."

Sheppard readily embraced both the methodology and broader

philosophical outlook of the venerated artists of the 16<sup>th</sup> and 17<sup>th</sup> centuries and, throughout a prodigious career that has spanned 60 years, he has remained a champion of art that is faithfully aligned to the challenges and constraints of realism.

"I believe that technical skill is still an important element in art," Sheppard said, summarizing his credo. "I believe that there is no object to non-objective, that minimal is less, that junk sculpture is junk, and form in painting relates to the illusion of three dimensions. My art is based on the return to those standards which demand the knowledge of composition, perspective, color, three dimensional form, draftsmanship, and anatomy."

Sheppard's enthusiasm, skill, and knowledge—along with his stalwart opposition to the excesses of Modernism—made him a leading advocate for traditional figurative art. Defying con-



ABOVE: Formal gallery space showcases rotating exhibitions of some of Sheppard's most well-known works. LEFT: A study center houses drawings, manuscripts, and Sheppard's personal library of books on art, donated to the university.

temporary thought, he organized fellow artists and was instrumental in creating an informal school of figurative art in Baltimore, Maryland—a group that came to be known as the Six Realists.

For many years, Sheppard

taught painting, drawing, and anatomy at the Maryland Institute College of Art. He also served as artist-in-residence at Dickinson College, in Carlisle, Pennsylvania, and his desire to share his knowledge led him to author a number of books—on anatomy, the Old Masters, and drawing—which have been translated into five languages.

Sheppard has received several dozen awards and commissions, including the Gold Medal, Percival Dietsch Prize, from the National Sculpture Society in 1994 and the Silver Medal of Honor for painting from the Allied Artists of America in 1986. Last year in Italy he received the Fratelli Rosselli International Prize for Sculpture and, most recently, he sculpted a seven-foot bronze of Pope John Paul II for Baltimore's Prayer Garden at the Basilica of the National Shrine of the Assumption of the Blessed Virgin Mary.

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CLOCKWISE FROM TOP LEFT: Model for Pope John Paul II; Harlequin; Seated Boy; Holocaust Victim #1 (detail). BELOW: Joseph Sheppard (third from left) joins UMUC President Susan C. Aldridge (second from left) for the official ribbon-cutting as major donors and honored guests look on.

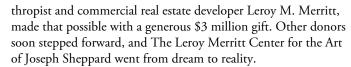
In 1972, Sheppard completed the last of seven large murals for the Baltimore City Police Headquarters building, and in 1988 he successfully created a major public sculpture—Baltimore's Holocaust memorial, a 16-foot multiple figure bronze that is at once beautiful and horrific. He painted the portrait of President George H. W. Bush that hangs in the George Bush Presidential Library in Texas, and more recently, he was honored with an invitation to paint Pope Benedict XVI for the Vatican.

Claude LeSuer, writing about the Baltimore Holocaust

memorial for *ARTSPEAK Magazine*, described Sheppard as "a major humanist whose reverence for every living thing can be seen in every stroke that he paints."

### A Permanent Home at UMUC

Given Sheppard's stature as a Maryland artist and his history with UMUC, it seemed natural that his work should find a permanent home at the university. Sheppard's contemporary and friend, the late Baltimore-area philan-



"For almost three decades, University of Maryland University College has been home to the Maryland Artists Collection—a large and growing collection of the work of many of Maryland's most renowned artists, and the most comprehensive collection of its kind in the state," said UMUC President

Susan C. Aldridge in a formal statement to the *Baltimore Sun*. "So we are especially proud to mark the official opening of The Leroy Merritt Center for the Art of Joseph Sheppard.

"Mr. Sheppard is renowned as a painter, sculptor, and author of several books on art, and his work has already been featured in two major exhibits at UMUC, so we are delighted to now be able to offer it a permanent home at the university. Thanks to the



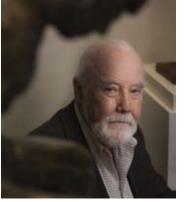


ABOVE: A multilevel, light-filled sculpture garden showcases more than 20 of Sheppard's pieces in marble, bronze, and terracotta.

generosity of the late Mr. Leroy Merritt, Mr. Sheppard himself, and a distinguished list of donors, not only does the new Center stand as a beautiful addition to our existing gallery space and a focal point of our Maryland Artist Collection, but it also includes a study center that positions UMUC as a unique resource for established and aspiring students of the arts, particularly those who wish to study and master the technical nuances of realism and the human figure. . . .

"It is most unusual for a living artist's work to be showcased in a facility like this one, but in the case of The Leroy Merritt Center for the Art of Joseph Sheppard—given Mr. Sheppard's standing both as one of Maryland's most renowned artists and his lifelong commitment to the mastery of his art—that honor is richly deserved."

UMUC is currently raising money to establish an endowment that will fund maintenance and upkeep of The Leroy Merritt Center for the Art of Joseph Sheppard and preservation of the works on display there. To give a gift, contact Cathy Sweet-Windham, vice president of Institutional Advancement, by phone at 240-582-2700 or by e-mail at *csweet-windham@umuc.edu*.



"So it was a remarkable experience when I first saw Prometheus Bound, with its greater-than-lifesize male nude, in the Philadelphia Museum of Art. For the first time I was able to experience for myself what Rubens

was all about . . . I was standing face-to-face with this incredible masterpiece of drawing, painting, and technique, and it was completely overwhelming—a tour de force. I was a second-year art student at the time, in the early 1950s, and it gave me a target to aim at—a level of mastery to which I could aspire"

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# THE

Following a career template he drew up as a 12-year-old, UMUC Doctor of Management recipient ADRIAN BUTLER has risen to the top of the alwaysdynamic field of information technology

BY CHIP CASSANO

When Adrian Butler was nominated for an ISE Information Security Executive of the Year award—first at the regional, then at the national level—it was really no surprise. Butler, a recent graduate of UMUC's Doctor of Management program and vice president of information technology for Accor North America, had just led his company in a successful push to achieve PCI (payment card industry) compliance in 2008. The nominations were just the latest in a string of accomplishments and accolades that have punctuated Butler's career. In the Air Force, he had been named



Company Grade Officer of the Year for both his base and his organization, and in 2008, Computerworld named him a Premier 100 IT Leader.

What is surprising is that Butler had mapped out that career years in advance, when he was still a young boy growing up on his father's farm in Louisiana.

"I've always been a very goal-oriented person," said Butler, "and I set goals for myself pretty early in life, when I was only12 years old. I wanted to go to school to study computer science. I wanted to be an officer in the Air Force. And I wanted to go into the information technology field—back then it was called data processing—and reach the level of vice president."



Butler reached his goals. In 1992, he graduated from Grambling State University, in Louisiana, with a bachelor's degree in computer science. He joined the Air Force and rose to the rank of captain, serving in a variety of roles either supporting or planning and deploying technology. As an officer, he took the opportunity to attend Embry-Riddle Aeronautical University, where he earned the MBA that would help position him for senior leadership roles once he left the Air Force. Finally, he joined Accor—the parent company of such nationally and internationally recognized hospitality brands as Sofitel, Novotel, and Motel 6—where he quickly distinguished himself.

"I am a people person," said Butler, "and I believe in developing people, engaging people. I know that accomplishing something—or anything—depends on the people around you, and how you develop them, treat them, coach them, and lead them. And that's a large part of my success to this point. I've been fortunate to have mentors who took a great interest in seeing me succeed, and I've also had people whom I have worked with, either as a peer or as their leader, who were instrumental in that same success."

But, his success notwithstanding, there was still one thing left undone on Butler's list of goals, and his wife reminded him of it.

"Once I left the military, my wife asked me, 'Hey, didn't you say that you wanted to earn a doctorate? What are you going to do about that?"

That question wasn't easily answered. Butler did want to earn an advanced degree, but his responsibilities at work and at home made that a challenging prospect.

"I took the traditional approach and checked out local schools," said Butler, "but I couldn't find a program that really fit. My job is one that requires me to be here when I have to be here, and sometimes I have to travel, as well. So I couldn't commit to being in a classroom every Tuesday and Thursday morning, for example."

Online schools offered more flexibility, but Butler wasn't comfortable earning a degree from—as he put it—a "university without a real campus." He liked the idea of a hybrid program that combined face-to-face and online components.

The Doctor of Management program at UMUC proved to be exactly what Butler was looking for—and more.

"I went into the program with one expectation that the program would be a continuation of an MBA program," said Butler. "In reality, it was much, much more. It requires you to think and analyze informa-



I know that accomplishing something—or anything—depends on the people around you, and how you develop them, treat them, coach them, and lead them. And that's a large part of my success to this point.

tion at a much higher level, to be able to articulate concepts in a way that is actually much more broad and not focused solely on your own opinion. Even in the first semester, I learned a lot. And the way the cohort system works, I was surrounded with people who are at the top of their respective fields."

Butler defended his dissertation—Why They Stay: Factors that Influence the Retention of Informa-

tion Technology Employees During Mergers, Acquisitions, and Divestitures—in 2009 and graduated with his Doctor of Management degree later that year.

But although he's reached every goal on the list he made as a young boy, it's not as though Butler can sit back and relax. There are always new goals to tackle, and at home, his wife and three children keep him busy. At work, it's the ever-evolving field of information technology, and the demands of a global business environment that is increasingly dependent on the Internet.

"Before I worked in the hospitality industry, I would just check into a hotel without giving much thought to the importance of its IT infrastructure," said Butler. "But behind the scenes, there's a

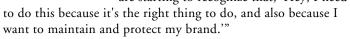
tremendous amount of technology and capability and know-how that pulls everything together. At Accor, we're constantly focused on consistency, and how we can put tools in the hands of our front desk personnel so that they can provide a good experience for our guests. At the end of the day, we want a customer who is

satisfied, who is a repeat customer, and who tells others about his or her positive experience. And we look to technology as a way to help make that happen."

Given his recent nomination for the Information Security Executive of the Year awards, it's no surprise that Butler recognizes the importance of UMUC's new bachelor's and master's

degree programs in cybersecurity.

"Information security has been around for a long time, in various incarnations," said Butler. "But it's a brave new world out there. And as we evolve into a society with an insatiable appetite for information, the field is only going to grow. We've always had to protect information like names and Social Security numbers, but now we have to think about things like credit card data and personal information on social networking sites, and more and more often that information is getting pushed out wirelessly to cell phones and mobile devices, and some of it is getting lost. So we're seeing government regulations coming out that encourage companies to ensure that they protect that data, and the companies themselves are starting to recognize that, 'Hey, I need



For more about UMUC's new graduate and undergraduate programs in cybersecurity, visit www.umuc.edu/spotlight/cybersecurity.shtml.



ABOVE: Butler's employer, Accor, is the parent company of nationally and internationally recognized hospitality brands like Sofitel, Novotel, and Motel 6. OPPOSITE: Butler in uniform as an officer in the U.S. Air Force.



As libraries change in the Digital Age, librarians are stepping forward to aid students at risk of being overwhelmed by information overload.

BY CHIP CASSANO

ROBERT MILLER entered the world of library science more than 30 years ago. Today, that world is changing—and nowhere is that change more evident than at UMUC, where Miller serves as a reference and instruction librarian. At UMUC, a trip

to the library doesn't mean perusing towering shelves of dusty volumes; instead, students enjoy instant access to more than 75,000 electronic journals and almost 20,000 e-books, all via the World Wide Web. But as the media changes, the role of the librarian becomes even more important.



"I think that for some of our students, especially those who are returning to school for the first time in years, the online library is something brand new, probably unfamiliar, and a little bit intimidating," said Miller. "If they can work with a librarian, it can really help them start to feel like they can handle it.

I love taking calls from students when I can tell that they're a little bit lost, maybe nervous about starting their research, and I have a chance to talk them through it, get them started searching the databases and finding a few things, and I can hear their relief and sense that they're starting to develop some confidence. That's the best feeling, and it's really a great reward for us as librarians."

That sort of guidance is also absolutely vital, because while the World Wide Web puts a wealth of information in reach of anyone with Internet access, the information is often disorganized—and sometimes misleading or patently false. When the journal *Nature* compared information in *Wikipedia* with similar entries in *Encyclopedia Britannica*, for example, *Nature's* researchers concluded that Wikipedia had an average of 3.86 errors per article, while *Britannica* had "only" 2.92. (Not surprisingly, representatives from *Britannica* 



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"We like to emphasize that the library today is more than just a warehouse of information," said Miller. "We actively partner with faculty to help teach students information literacy skills and help them become smart users of information, able to find, evaluate, and cite information accurately and in ways that are appropriate for college-level research."

That role of teacher and assistant is one that drew Miller to library science more than 30 years ago, and has kept him passionate about the field, even as the library environment has

"I began as a page in the public library in my hometown, shelving books," said Miller, "and I really enjoyed the atmosphere. I liked being surrounded by books and magazines, but I also liked the people there and the sense that I was serving

He enjoyed it so much, in fact, that—after first completing a bachelor's degree in English at Rutgers University—he returned to earn a master's degree in library science. It was there, in the early 1990s, that he first got a hint at the change

# "I think that librarians will always have a role,

because it is becoming increasingly important to organize the information and educate people about how to access it, how to evaluate it, and how to become smart consumers of information."

### THE LIBRARY TEAM

STANDING, LEFT TO RIGHT: Ed O'Donnell, Peter Burslem, Lenore England, Li Fu, Renee Brown, Joe Rawson, Ryan Shepard, Robert Miller, Neal Pomea, Pam Luckett, Julie Arnold Lietzau. SITTING, LEFT TO RIGHT Jungheui Moon, Barb Mann, Luella Hackett, Patty Reeber, Jen Diffin, Lindsay Sarin, Yu-Hsiu Wang, Stephen Miller, Cynthia Thomes.

that was headed his way.

"I remember running into a group of students who were off in a corner by themselves discussing something very mysterious—something called the World Wide Web," said Miller. "They were saying, 'Oh, you click here, and you click there,' and it sounded so strange to me. I really wasn't sure what they were talking about."

Around the same time, a teacher gave him a paper to read that explored the advent of the Internet. "It was very theoretical," Miller said, "with a lot of discussion of hypertext and text augmented with hyperlinks. I had no idea that, in just a relatively few years, those would be familiar concepts even to children."

Although those concepts, and the online technologies that underpin them, have become part of everyday life, it was still something of a culture shock for Miller to come to UMUC in 2005. He had worked in publishing, worked in the art library at Princeton University, and worked in several public libraries. At UMUC, though, he was entering a virtual world. So it was reassuring for him to learn that his skills as a teacher and researcher were still very much needed.

"It was certainly different, coming to UMUC's virtual library from a brick-and-mortar library," said Miller, "but some things

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164 anyone with Internet access, the information is often disorganized—and sometimes misleading or patently media changes, the role of the librarian

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### **FACULTY KUDOS**

S. K. BHASKAR, assistant dean of computer information systems and technology in UMUC's School of Undergraduate Studies, won the 2009 Western Cooperative for Educational Telecommunications (WCET) Outstanding Work (WOW) Award for the UMUC 411 Virtual Meet and Greet. The WOW Award recognizes outstanding efforts by WCET members in implementing technology in higher education. He also received the 2009 Mid Atlantic Region Award of Excellence for Academic Support Services from the University Continuing Education Association, also for the UMUC 411 Virtual Meet and Greet. The Academic Support Services award is bestowed on programs that are effective in meeting students' needs and are innovative in design and delivery.

cindy davis-sbaschnig, academic director of literary arts in the communication department of UMUC's School of Undergraduate Studies, published "Eugene Gordon, Dorothy West, and the Saturday Evening Quill Club," in the College Language Association Journal, fall 2009.

HARPAL DHILLON, adjunct professor, computer information systems and technology, in UMUC's School of Undergraduate Studies, received a 2010 UMUC Teaching Recognition Award and presented (with M. K. Dhillon and E. S. Harter) "E-Portfolio: An Effective Tool for Assessing Learning Outcomes," at the annual conference of the International Alliance for Collegiate Business Education," April 2009, in Louisville, Kentucky.

LINDA DI DESIDERO, academic director of communication studies in the communication department of UMUC's School of Undergraduate Studies, was elected president of the College English Association, Middle Atlantic Group, for 2010–2011. She served as editor (with Virginia Carruthers and Michael Eckert) of the *College English Association Magazine*, Vol. 23 (spring 2010).

SABRINA FU, collegiate professor of environmental management in UMUC's School of Undergraduate Studies, received the Mid Atlantic Region 2009 Excellence in Teaching Award from the University Continuing Education Association (UCEA). The award goes to individuals

who have provided outstanding teaching, course development, mentoring to students, and service to continuing education. She also received the 2010 Stanley J. Drazek Teaching Excellence Award, the highest award UMUC grants for teaching excellence.

PAUL HENRY, adjunct professor, computer information systems and technology, in UMUC's School of Undergraduate Studies, received a 2010 UMUC Teaching Recognition Award and made an online presentation, "Strategies for Visual Learners," at the 8th European Conference on E-Learning, October 2009, at the University of Bari, in Bari, Italy. He published, "Learning Style and Learner Satisfaction in a Course Delivery Context," in the *International Journal of Humanities and Social Sciences*, Vol. 2, No. 2, Spring 2008. The article also appeared in the proceedings of The International Conference on Computer, Electrical, and Systems Science and Engineering (CESSE 2008), in Rome, Italy.

LISA BETH HILL, assistant academic director of history, African American studies, and government in UMUC's School of Undergraduate Studies served as editor of the African American Reader (Kendall-Hunt, 2009).

GRETCHEN JONES, academic director of foreign languages and Asian studies in the department of communication, arts, and humanities in UMUC's School of Undergraduate Studies received a Meritorious Course Award for Elementary Chinese I (CHIN 111) from the University Continuing Education Association (UCEA) for developing an innovative course that utilizes one or more forms of instruction at a distance at the university level.

CHERYL LAROCHE, a collegiate professor in UMUC's School of Undergraduate Studies, where she teaches African American history, visual culture, and identity, has been appointed to the African American Museum Board of Directors. She currently serves as vice chair of the Maryland Commission on African American History and Culture, which oversees the Banneker Douglas Museum in Annapolis, Maryland. She is also a historical

Continued on page 23

### **C**LASS NOTES

### Nishon R. Evans '77

Fairfax, Virginia, was recently appointed to the board of directors for the Virginia Society of CPAs. She currently works for NJVC, LLC of Vienna, Virginia, as a compliance auditor.

### William Lewers '83

McLean, Virginia, recently published *Six Decades of Baseball: A Personal Narrative* (Xlibris, 2009). The book is a celebration of a lifetime of baseball and can be purchased from most

online booksellers. For more information, visit www.sixdecadesofbaseball.com.

### Susan Kelley '87

Milton, Florida, grew up in Bermuda and received her bachelor's degree from UMUC with a major in management studies and a minor in behavioral sciences.

### Frank Roth '87

Waldorf, Maryland, wrote, "I am also a graduate of Franklin Pierce University in

Rindge, New Hampshire. I graduated in 1991 with a BS in business management. I retired from the U.S. Air Force in 2004 after more than 23 years of service. My family and I currently live in southern Maryland, and I work in the District of Columbia for Metro [the Washington Metropolitan Area Transit Authority]."

### **Anthony Spivey '91**

Tallahassee, Florida, earned his doctorate in business administration with a concen-



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tration in management on April 16, 2009 at Argosy University in Sarasota, Florida.

### Sharon Kissick '01

Pembroke, North Carolina, has completed two years as registrar at the University of North Carolina, Pembroke, and writes that she looks forward to "many more years at this unique and culturally rich institution."

### Daniel Williams '02

Dallas, Texas, earned his associate's degree

from UMUC while serving in the U.S. Army, then went on to earn his medical degree from the University of Texas Houston Medical School. Today, he conducts research that benefits medically underserved communities and works to help students get into medical school. To learn more or to listen to his podcasts, visit http://medicalmastermind-community.com/doctor-dan.

### Robert Zagorski '03

Silver Spring, Maryland, is a medical

technologist in the infectious disease laboratory at Walter Reed Army Medical Center and was named Greater DC Cares Volunteer of the Year for 2009. To read his remarkable story, visit www.dcmilitary. com/stories/021810/stripe\_28311.shtml.

### Laurie Maddalena '05

Rockville, Maryland, started her own business, Envision Excellence, LLC, in 2008. She is a certified executive and team coach and also does organizational development

consulting, including training, retreats, leadership assessments, and Myers-Briggs facilitation. She writes, "I love what I do!" Her company Web site is www.envisionexcellence.net.

FACULTY KUDOS Continued from page 20

and archeological consultant, focusing primarily on 18th- and 19th-century African American history, and served as a cultural heritage specialist for the URS Corpo-

ration on the President's House archaeological site for the National Park Service

Maryland; the Boston African Meeting House and UMass Boston Project; and the

JAY LIEBOWITZ, Orkand Chair in Management and Technology in UMUC's Gradu-

ate School of Management and Technology, co-edited (with Michael Frank) the

forthcoming Knowledge Management and E-Learning (Taylor & Francis, 2010),

which includes eight chapters from UMUC faculty. All proceeds will go to the

USM Foundation to support research by UMUC faculty and graduate students.

School of Business and Social Studies, two of the country's largest companies,

and to the Ministry of Education. His article, "Strategic Intelligence, Knowledge

Retention, and Social Networking" appeared in the February 2010 issue of IEEE

Computer, and he presented "Knowledge Management and E-Learning" at the

presented the Keynote on Knowledge Retention Seminar at the AMA Excecutive

workshop on knowledge retention at the U.S. Food and Drug Administration (FDA).

Conference Center, Arlington, Virginia, on March 26, and presented an all-day

He presented the keynote—"Social Networking: The Essence of Innovation"—

at the IEEE Workshop on Knowledge Management in Network Operations, April

ricula and Knowledge Management Academic Research at Universities" at the

Knowledge Management in Government Annual Conference in Washington, D.C.

Knowledge Champion Conference on May 21, and served as faculty examiner for

the Organizational Learning and Knowledge Management Doctoral Consortium at

Northeastern University in Boston, Massachusetts, June 3–4. On June 22 he was

invited to present a talk on knowledge management methodologies and advances

at the European Space Agency's Knowledge Management in Space Conference

JACLYN MCDONNEL, adjunct assistant professor of criminal justice in the busi-

ness and professional programs department of UMUC's School of Undergraduate

Studies, won the Academic Excellence in Higher Education Award from the Hag-

The award recognizes exceptional faculty with notable teaching achievements in

erstown—Washington County Chamber of Commerce and USM at Hagerstown.

in Darmstadt, Germany.

the Washington County-Hagerstown area.

22, in Japan. In May, he chaired the panel on "Knowledge Management Cur-

He was the invited lunch speaker at PricewaterhouseCoopers' Learning and

Maryland Distance Learning Association spring conference on March 4. He

Also in 2010, he was invited to present talks in Slovenia to the International

Duffield Street Project in Brooklyn, New York. She has also served as a panelist

at the "Preserve America Summit" and was an advisor and participant for the

African American National Historic Landmark Assessment Survey.

in Philadelphia. As a consultant on historical, archeological, and preservation

projects, she has worked on the Josiah Henson site for Montgomery County,

### Colette Releford '06

Montgomery Village, Maryland, reports that her company, Strive Business Solutions, was named Small Business of the Year for 2009 by the Gaithersburg-Germantown Chamber of Commerce.

### Pamela Kerensky '08

Somerville, Massachusetts, was promoted to associate professor in the music business/management department at Berklee College of Music. She has taught there full-time as an assistant professor since September 2003.

Upper Marlboro, Maryland, finished her BA degree in business administration with a minor in contract management and plans to attend UMUC's Graduate School of Management and Technology in the fall. She reports that she is also looking for jobs with the federal government and enjoying great success since earning her bachelor's degree.

### Rosha Lollar '08

Newburg, Maryland, writes, "Though I completed a bachelor's degree in humanities, I have been working as a teacher for five years in Southern Maryland, which I really enjoy. I am also rounding out my first full year of graduate studies at UMUC, earning a master's degree in nonprofit and association management and a certificate in distance education. I am also supporting my husband (Charles Lollar) in his campaign for U.S. Congress in Maryland's 5th District. For information, visit www.charleslollar.com; we would appreciate your support!"

### Sherri Watkins '10



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